



the dti

Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA

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SOUTH AFRICA WINS THE OFFSHORING DESTINATION OF THE YEAR AWARD AGAIN

South Africa has been named the “Global Destination of the Year” at the 2018 Global Sourcing Association (GSA) awards ceremony, which took place in Cape Town alongside the Global Sourcing Association’s Global Sourcing Summit.

The Minister of Trade and Industry, Dr Rob Davies says the award which is the fifth for South Africa since 2012 is a further accolade and recognition of South Africa’s value proposition and credible offering. The offering combines global best practice, a talented and scalable labour pool with government support to attract international outsourcing work into South Africa. He says since the establishment of a global Business Process Services (BPS) footprint, South Africa has been recognised as a leading offshore BPS destination and has received several international awards.

“These include the National Outsourcing Association (NOA) Offshoring Destination of the Year award in 2012, the Europe Outsourcing Association (EOA) Offshoring Destination of the Year award in 2013, the NOA Skills Development Programme of the Year award in 2014 and the Global Sourcing Associations Offshore Destination of the year in 2017.

Minister Davies says the award followed a rigorous independent process, where South Africa was competing with the Ukraine, Mauritius and Northern Ireland for global destination of the year.



Davies adds that South Africa offers value beyond a cost arbitrage, with investors reporting positive operational effectiveness and revenue impacts.

“Since 2012 the South African Offshore Business Process Services (BPS) market has experienced compounded average growth of over 20% year on year and now boasts around 40,000 offshore jobs, with the U.K being the leading buyer of South African BPS services followed by Australia and the USA. This growth is expected to continue as the dti prepares to launch the revised BPS incentive scheme at the end of the year”, says Davies.

Minister Davies also congratulated Capita South Africa for winning three awards at the ceremony for The African Service Provider of the year; African Outsourcing Project of the year and for Excellence in Corporate Social Responsibility categories.

Minister Davies further acknowledged Callforce and Outworx on their nominations and Saratoga a Cape Town based technology solutions company for winning the digital transformation project of the year.

The Global Sourcing Association (GSA), selected Cape Town for its first Global Sourcing Summit held from 1-4 October. The event saw over two hundred and forty global industry leaders participating in panel discussions, workshops and a plenary session which discussed industry relevant issues and trends such as automation and saw the launch of the Global Strategic Sourcing Standard.

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